

NWCPO UPDATE

The Irish Waste Management Conference
28th November 2019

Leo Duffy, Programme Manager





Topics Covered



NWCPO Registers
and Processes

New Permit
Conditions

Waste Collection
Permit Reviews

Waste Data

NWCPO Registers and Processes





NWCPO Registers

2955
Applications
since
01/02/2012

**Annual Return
Data Repository**

2012-2014
Collection Only

2015-2018
Collection and LA
Facility





NWCPO Processes

Application
Processing
20-45 p/m

Permit Amendments
>1000 p/a

Annual Returns
Management
>3000 Operators



Initiating
Reviews

Application
Audits

Regulator
Support

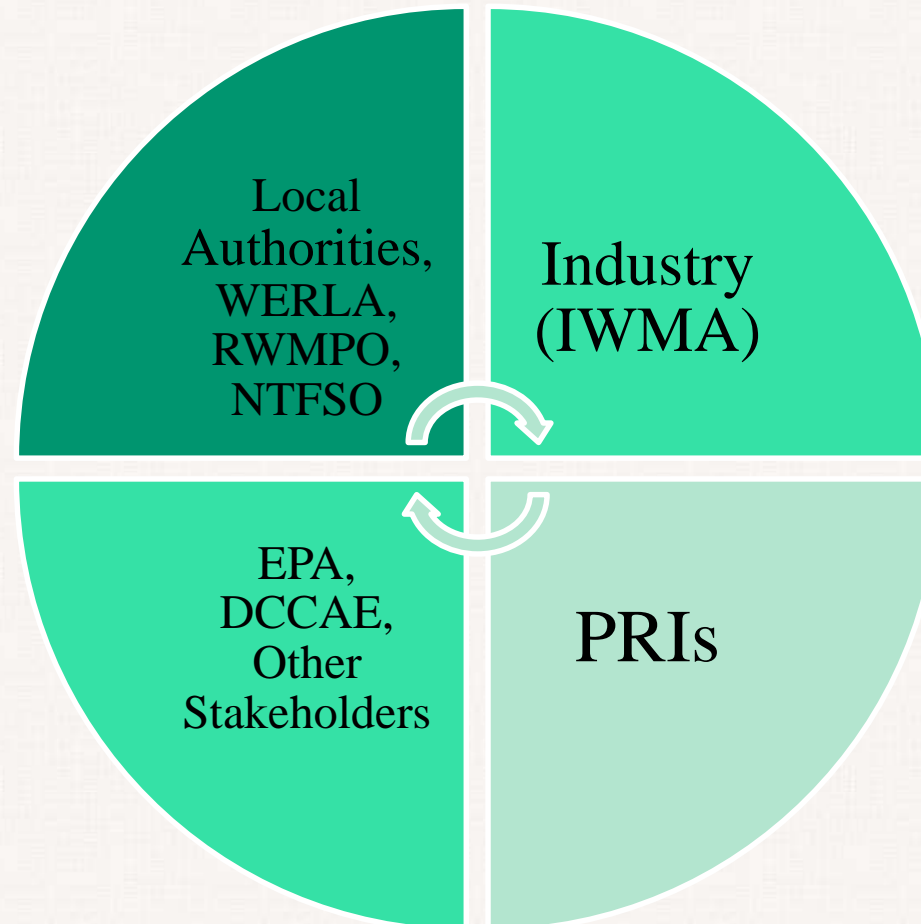
New Permit Conditions





Permit Condition Consultation

September 2018 to May 2019





Permit Version 4.5

42 amendments in total, mainly clarifications and legislative updates

Implementing periodic reporting

Requirement to undergo training

Customer complaints management



Periodic Data Reporting

“The permit holder shall

- not later than the ***28th February, 30th April, 31st July and 31st October*** of each year
- furnish to the NWCPO ***a Quarterly (Waste Data) Report (QR)*** in respect of waste collection activities carried out by the permit holder in the preceding ***standard calendar quarter***



Training Requirement

- **Technical competence** for Fit & Proper Person
- All “***Relevant Persons***” must receive “***training specific to the collection of waste***”
- All Persons responsible for records maintenance and reporting “***shall complete and provide evidence of completion of a training course***”
- ***Within 12 months*** of the date of grant of permit



Complaints Management

The Permit holder shall

- demonstrate to the reasonable satisfaction of the NWCPO or Local Authority, ***that customer complaints have been addressed in accordance with the permit holders customer charter and customer complaints management system.***

Preparing for Version 4.6



Conditions for
new Waste
Directive and
Circular Economy

Conditions to
implement new
waste Policy

Conditions to
address cherry-
picking collection
areas and last mile
service?

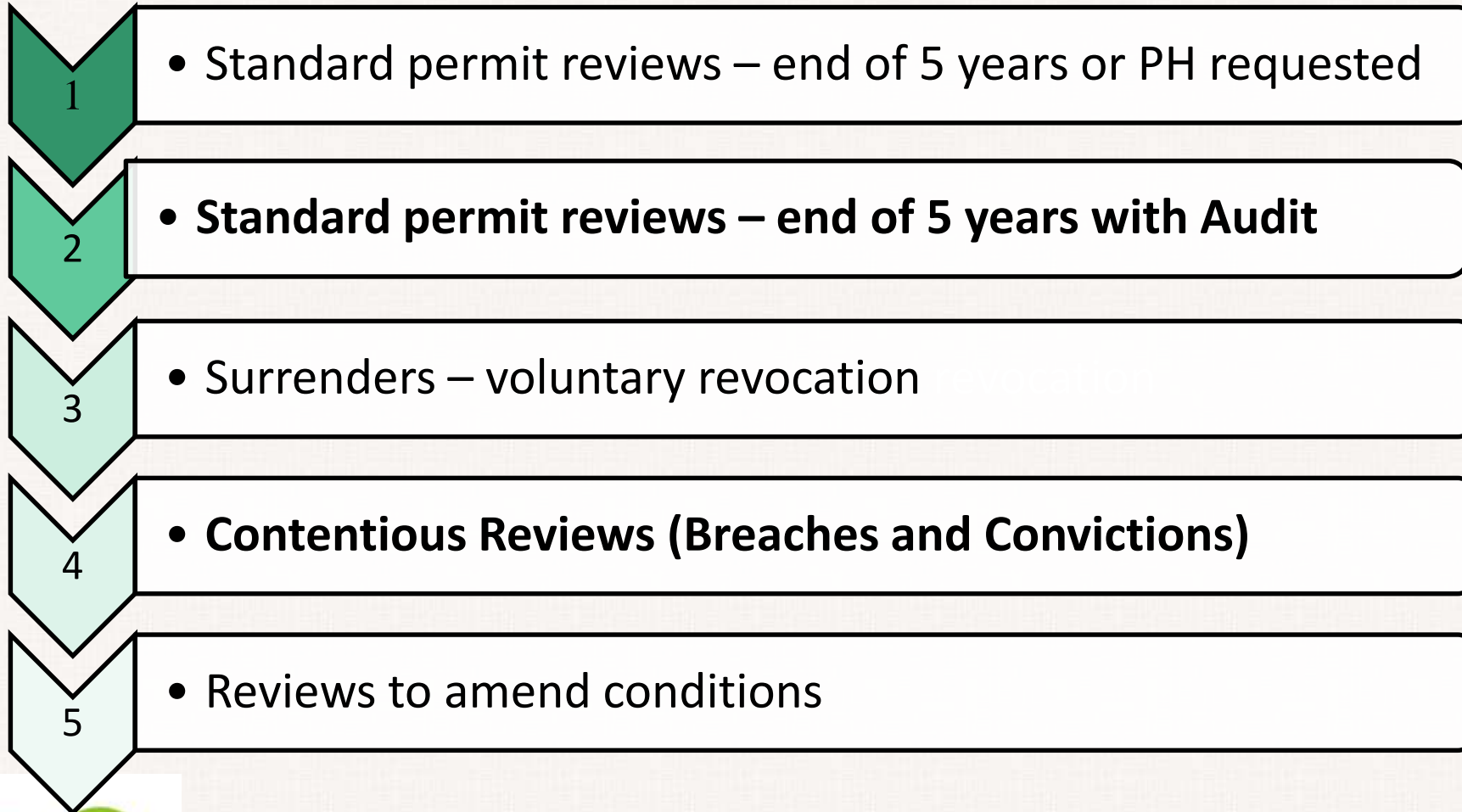
Conditions to
clarify incentivised
charging?

Permit Reviews





Permit Review Types





2

- **Standard permit reviews – end of 5 years with Audit**

20

HHKS Permits reviewed or under review in 2019

15

On-site audits completed

16

Permits currently under review

2

Permits granted for **5 years**

2

Permits issued for **1 year**

- **Standard permit reviews – end of 5 years with Audit**









Application Audit Process

- Management Review (Director must be present)
- Review of compliance with conditions
- Review of breaches notified
- Review of data systems
- Data sampling
- Audit report



Site Audit Issues Arising

-  Governance from a distance
-  Lack of QMS very evident
-  Data collection and reporting
-  Maintaining docket systems (non-household)
-  Brown Bin Roll-out
-  Complaints management



Positive Impressions



Standard of the HHKS sector as a whole has improved



Weighing System data has facilitated informed business decisions



Where systems are in place and used properly, operations are to a very high standard



Some collectors are proactively encouraging waste segregation



4

• Contentious Reviews (Breaches and Convictions)

- Permits reviewed where breaches are notified to the NWCPO or where a permit holder has been convicted.
- NWCPO initiates a review when notified – cases are prioritised
- **35** at various stages in review process
- **1** revoked, appealed, appeal withdrawn

Waste Data





NWCPO Role in Waste Data

Hosting and
developing AR
system

Managing Annual
and Periodic
Reporting

Hosting &
developing Online
Portal for Data
Validation

Sharing/Reporting
Data as appropriate

NWCPO AR System



NWCPO-11-9999-01 Online

Waste Collection Permit Details

AR 2018 Dashboard

- 2018 Annual Return
 - Tab 1 (General)
 - Tab 2 (Facilities)
 - Tab 3 (Household)
 - Tab 4 (Business)
- Your 2018 Submission
- AR Progress History
- Previous Returns
- Quarterly Reports
- Helpdesk
- Guidance Documentation
- Sign Out

Your Permit

More info

AR 2018

Make your 2018 Annual Return

Start or Progress your 2018 Annual Return

Past Permits

More Permits

More info

Previous Data

Annual Return data from previous return years

More info

Current: Authorised Permit details - NWCPO-11-9999-01

Permit holder: Sample Permit
Trading As: Trading name here
Address: 1171 Main Street Clara Co. Offaly
Email: test@nwcpo.ie
Telephone: 05700121790

Permit Document

There are no items to be displayed.

You're in Control

You can update your permissions and preferences with the NWCPO at any time by contacting us on contactus@nwcpo.ie. Please quote your NWCPO permit number/contact details and details of the preferences that you would like to update.

Email to Request Amendment to Permit Details

Facilities on my Permit

Refresh | Print

Facility ID	NWCPO ID	Name	Address	Authorisation Ref #	Facility Expiry Date
9165	35684	Auto Disasters Limited	Scartary, Watergrasshill Co. Cork	WFP-OK-11-0034-03	
9173	35689	Clive Gee	Sagernadown Co Carlow	Behemore	
9196	35962	Dominick O'Reilly	Carton North Townen Ballyhaunis Co Mayo	WFP-MD-17-0039-01	
6437	34216	EMVA	Colehill Ballinacree Co Meath	SSP-CORNM12000201	
0156	34318	Facility Unknown		Facility Unknown	
11201	30554	Frank Wardner Ltd	Beldare Team Co Galway H54 RD03	WFP-G-16-0005-02	25/07/2021
9171	35944	Galway Traveller Movement Ltd (TIA Source Back Recycling)	Unit 4 Ballybirt Upper Industrial Estate Ballybirt Co. Galway	WFP-GC-17-0001-01	

Previous Permits

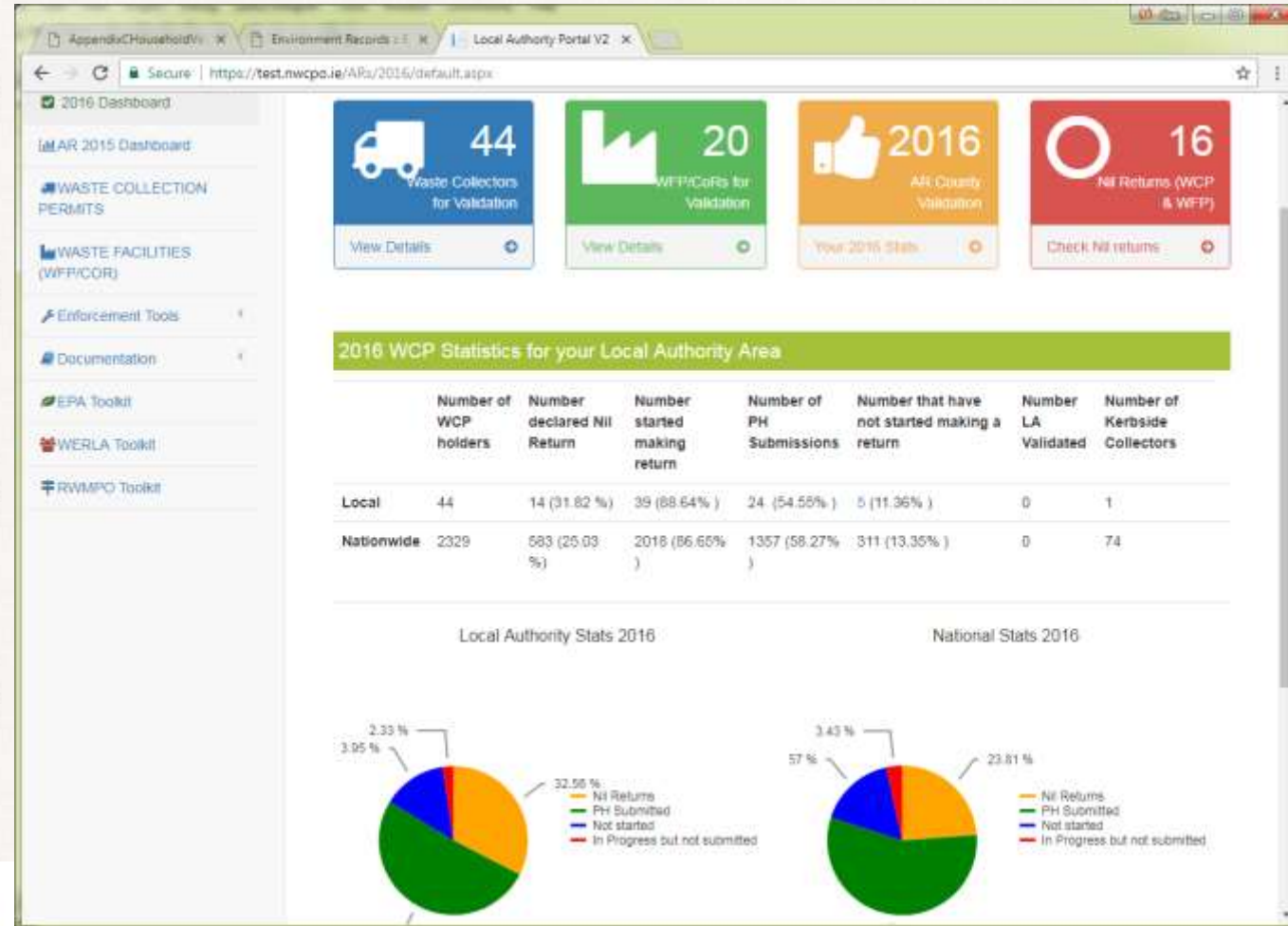
NWCPO Reference	Granted Date	Expiry Date	Superseded Date	Status
NWCPO-11-9999-01	01/08/2011	01/08/2016	01/01/1980	Granted

Areas my Permit permits me to collect in

Refresh | Print

Local Authority Areas
Carlow County
Cavan County
Clara County
Cork City
Cork County
Denagel County
Dublin City
Dun Laoghaire/Rathdown
Fingal
Galway City

Validation Portal





Validation Comparison Tool

 Declared INWARDS by WCP Holders		 Declared by this Facility			 Declared OUTBOUND by WCP Holders	
Inward (combined tab1, 2 & 4)		Waste In	Waste Out	Waste OnSite	Outward (Tab 2)	
345 tonnes		345	477.348	598	8.4 tonnes	
Tab1	Tab2	Tab4				
328	17	0				
See Permits declaring this Facility						

Quarterly Reporting





Quarterly Returns Stats (Q1&Q2 and Q3 2019)

- **58** Household Collectors (including Kilkenny Co. Co. and Kerry Co. Co.)

	Q1&Q2	Q3
Returns Submitted	55	49
Not Started	3	9

- **3** Surrendering/Ceasing Activity (HHKS)

Q1 & Q2 Reporting Results*

(Top 10 – Representing 75% of Households Served)



- 5 exceed 90% Bio-waste bin roll-out (in agglomerations >500)
- 4 exceed 80% Bio-waste Bin Roll-out
- 1 <50% Bio-waste Bin Roll-out
- Presentation of Bio-waste Bin – 45% to >90%



Where to Next?

- New Waste Policy and Circular Economy!
- Application Assessment Focus
 - More emphasis on QMS
 - Complaints Management
 - Use of Data Management Systems
- Surveys - Granular data
- Develop Waste Facilities Register
- Develop data management systems for application process, AR data, portals etc.

**NWCPO has Moved
R35 K821
Doing our Bit!**

**Coordinated by the Community Reuse
Network Ireland
www.crni.ie**















*“Continuous improvement
is better than
delayed perfection”*

Mark Twain

